

# **Evaluation of the Arkansas Tobacco Quitline**

**July 1, 2011 – June 30, 2012**



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## **Evaluation of the Arkansas Tobacco Quitline July 2011 – June 2012**

### **Key Findings:**

- A total of 14,774 unique tobacco users registered for tobacco cessation intervention services during FY12. This number represents a 12% increase in the number of registrants compared to FY11.
- Between July 2011 and June 2012, a total of 21% of registrants reported hearing about the Quitline from their Health Care Provider.
- An analysis of the benefits programs assigned to tobacco users when registering for services shows that 88% of registrants were enrolled in the “5 Call-Benefits” program that included eligibility for NRT.
- Among follow-up survey participants, 31.7% of those receiving multiple call intervention plus NRT report 30-day abstinence and 32.1% for those receiving multiple call intervention without NRT.
- The Smokeless tobacco users who participated in the 7-month follow-up showed a 30-day quit rate of 38%. Hispanic tobacco users had a 30-day quit rate of 32%.
- The FY12 cost per quitter is estimated to be \$428. This represents a 14% decrease in cost per quitter compared to FY11.
- A total of 30% of the 3,243 registrants who enrolled after the addition of the mental health questions indicated they had at least one mental health diagnosis.
- Approximately one in five Quitline registrants (22%) enter the Quitline system via a fax referral from a health professional.
- A total of 35% of the pregnant, planning pregnancy, or currently breastfeeding survey respondents reported 30-day tobacco abstinence at the 4-month follow-up and 41% at the 7-month follow-up.

## Analysis of Client Demographic, Service and Treatment Data

From July 1, 2011 through June 30, 2012, a total of 14,774 Arkansans registered with the ATQ to receive tobacco cessation intervention. This total represents a 12% increase in the number of registrants compared to the total for FY11. Of all the FY12 registrants, 80% received the multiple-call cessation services program while 20% received the single-call cessation service. The focus for this report is tobacco users enrolled in either the single-call (n=3,014) or multiple-call (n=11,760) intervention. Of the total multiple call registrants, 10,361 registrants (88%) received multiple call intervention plus nicotine replacement therapy (NRT). Of the total single-call registrants, only 63 (2%) received single call intervention plus nicotine replacement therapy (NRT). Of all NRT recipients, 77% received the nicotine patch, 7% received nicotine lozenges, and 16% received nicotine gum.

Most registrant demographic breakdowns show very little to no change compared to ATQ registrants in past years.

### Exhibit 1: Demographic characteristics of registrants receiving intervention services (n=14,774)

		FY2012		FY 2011
Gender	Female	9658	65%	66%
	Male	5113	35%	34%
	Missing/Refused	3	0%	0%
Female	Pregnant	284	2%	2%
	Planning Pregnancy	159	1%	1%
	Breastfeeding	45	0%	0%
Race	White	11150	75%	76%
	American Indian or Alaska Native	362	2%	2%
	Black or African American	2515	17%	16%
	Other	362	3%	3%
	Missing/Refused	385	3%	2%
Ethnicity	Hispanic-Eng. Int	270	2%	2%
	Hispanic-Span Int	23	0%	1%
	Non-Hispanic	14055	95%	94%
	Not Collected/Asked	308	2%	3%
	Don't Know/Refused	118	1%	0%

**Exhibit 1: (continued) Demographic characteristics**

		FY2012		FY 2011
Age	13-17	79	1%	1%
	18-24	1786	12%	13%
	25-34	3393	23%	25%
	35-44	3316	22%	20%
	45-54	3334	23%	24%
	55-64	2112	14%	13%
	65-74	633	4%	4%
	75+	106	1%	1%
	Missing	15	0%	0%
Education	Less than grade 9	651	4%	5%
	Grade 9-11, no degree	2530	17%	18%
	High School Degree or GED	5640	38%	38%
	Some College or Voc. School	4084	28%	28%
	College or University Degree	1387	9%	9%
	Not Collected/Asked	385	3%	3%
	Don't Know/Refused	97	1%	91%
Chronic Disease	Diabetes	1510	10%	10%
	Asthma	2298	16%	16%
	COPD	2283	15%	14%
	CAD	1319	9%	8%
Sexual Orientation	Heterosexual	13236	90%	91%
	Homosexual	283	2%	2%
	Bisexual	230	2%	2%
	Transgender	9	0%	0%
	Missing/Refused	1016	5%	6%
Online Activity	Provided Email	6839	46%	44%
	Enrolled in Web Coach	6902	47%	45%
	Consented to Follow-Up	13820	94%	93%

A small increase of 2 percentage points is noted between FY11 and FY12 in online activities with 46% of registrants providing an email address and 47% enrolling in the Web Coach program. The level of use of the registrants who enrolled in the Web Coach program is unknown. It is recommended that Alere begin providing data on Web Coach activity for the Arkansas Quitline.

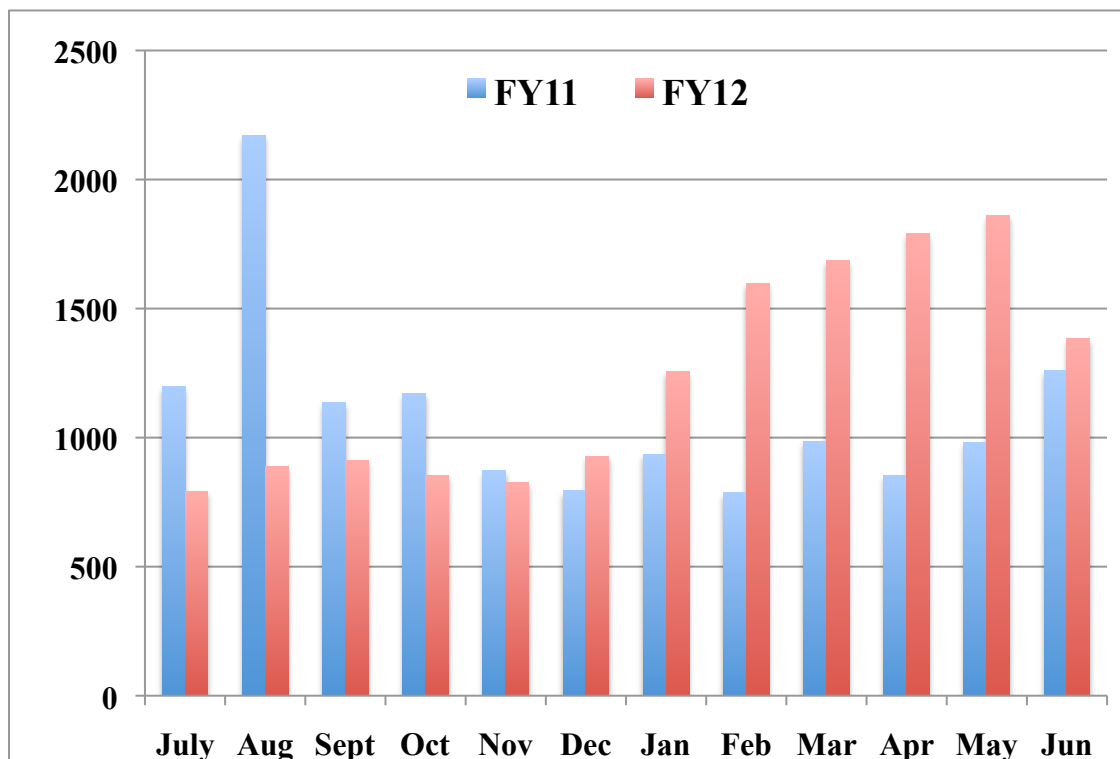
Starting in May 2012 a new series of intake questions were added to examine the association between types of mental illness and the likelihood of smoking and smoking cessation in Arkansas. Nationally, nearly 41% of current smokers report having a mental health condition. According to data collected since May, 30% of the 3,243 registrants who enrolled after the addition of the mental health questions indicated they had at least one mental health diagnosis. Thirty percent (30%) of these registrants reported Depression, 27% reported Anxiety, and 11% reported Bi-polar Disorder (Exhibit 2).

**Exhibit 2: Number of registrants indicating a mental health diagnosis (n=3,243)**

<b>Depression</b>	<b>974</b>	<b>30%</b>
<b>Schizophrenia</b>	<b>93</b>	<b>3%</b>
<b>Other</b>	<b>106</b>	<b>3%</b>
<b>Anxiety</b>	<b>868</b>	<b>27%</b>
<b>Bi-polar Disorder</b>	<b>352</b>	<b>11%</b>
<b>Drug/Alcohol Dep</b>	<b>238</b>	<b>7%</b>

An examination of the number of tobacco users registering for services shows an average enrollment of 1,231 new registrants per month, a 12% increase from the FY11 average of 1,095 registrants per month. Of note is the significant increase in the number of registrations between February 2012 – May 2012. This increase demonstrates the impact of the local Quitline media advertising and the national CDC “Tips from Former Smokers” media campaign.

**Exhibit 3: Number of tobacco users who registered for services per month**



## Method of Entry

Tobacco users who registered for services are flagged with the method of entry into the Quitline system. While the majority of respondents (77%) register via an inbound call to the Quitline, approximately one in five registrants (22%) enrolled via a fax referral from a health professional. (Exhibit 4). The Fax entry method has remained steady over the past two years. The Phone Inbound entry method saw a 9 percentage point increase in FY12, however, this is purely mathematical due to the 8 percentage point decrease in the Phone Outbound entry method for FY12.

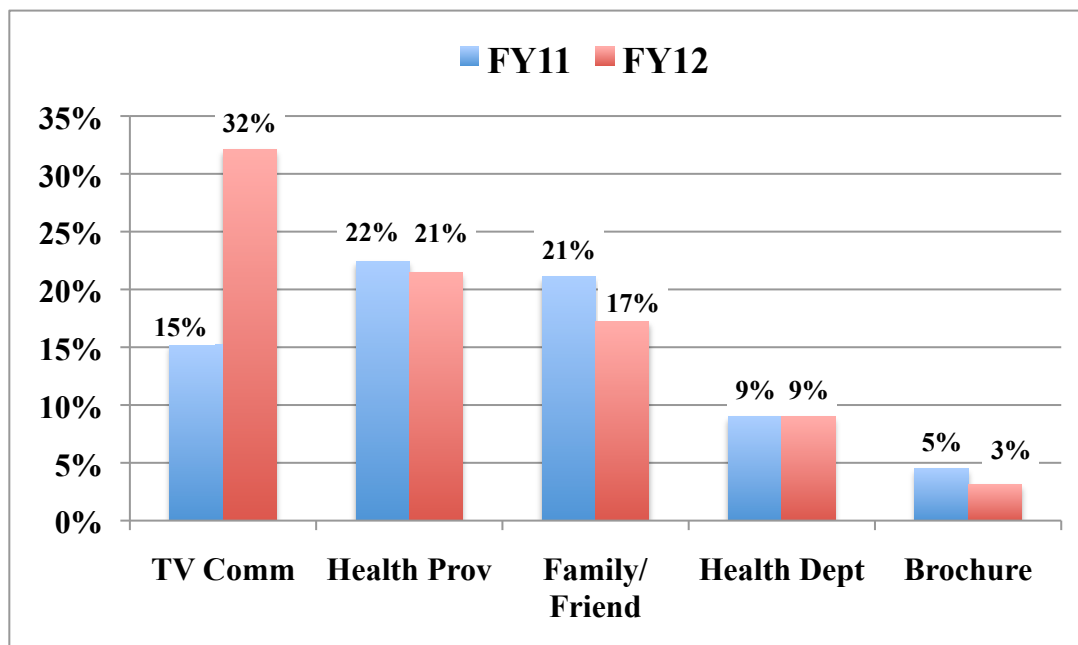
### Exhibit 4: Registrants method of entry into the Quitline system

	FY11	FY12
<b>Fax</b>	<b>23%</b>	<b>22%</b>
<b>Phone Inbound</b>	<b>68%</b>	<b>77%</b>
<b>Phone Outbound</b>	<b>9%</b>	<b>1%</b>
<b>Web</b>	<b>0%</b>	<b>0%</b>

### How do Quitline registrants hear about the Quitline?

When tobacco users register for services with the Quitline, they are asked a question concerning the source of their knowledge about the Quitline services. This question provides an indicator of the success of promotional efforts of the Quitline within the community. In FY12, a total of 32% of registrants reported hearing about the Quitline from television commercials (Exhibit 5). This percentage is a 17-point increase compared to FY11. This increase is a measure of the effects of the local and national media campaigns to drive smokers to the Quitline resources. Another 21% heard about the Quitline through a health care provider, 17% from family and friends, 9% from health department sources, and 3% through brochures and newsletters.

### Exhibit 5: How tobacco users who registered for services heard about the Quitline



## Follow-Up Interviews with Quitline Registrants

Telephone interviews were conducted with a sample of Quitline registrants for 4- and 7-month follow-up between July 2011 and June 2012. The 4- and 7-month follow-up cohorts are a sample of Quitline tobacco user registrants in both the single call and multiple call interventions. In total, 2,058 interviews were conducted in FY12. Exhibit 7 describes the completions, response rates, cooperation rates, and refusal rates for each of the follow-up surveys by cohort. A total of 1,268 registrants were interviewed at the 4-month interval and 790 registrants were interviewed at the 7-month interval. At the 4-month follow-up the response rate was 32% and the cooperation rate was 75%. At the 7-month follow-up the response rate was 50% and the cooperation rate was 82%. The response rate is the number of completed interviews divided by the total number of Quitline registrants in the sample. The cooperation rate is the number of completed interviews divided by the number of contacted eligible respondents. A total of 13% of registrants contacted refused to participate in the 4-month follow-up study. A lower percentage (12%) refused to participate at the 7-month follow-up.

**Exhibit 6: Sample sizes, completions, and response rates**

	QUOTA SELECTION	
	4-month	7-month
	Mar 11-Feb12	Dec 10-Nov 11
Total Sample	3982	1596

	COMPLETES	
	4-month	7-month
	Mar 11-Feb12 Respondents	Dec 10-Nov 11 Respondents
Single Call Completes	255	259
Multiple Call Completes	1013	531
Total Completes	1268	790

	RATES	
	4-month	7-month
	Mar 11-Feb12	Dec 10-Nov 11
Response Rate	32%	50%
Cooperation Rate	75%	82%
Refusal Rate	13%	12%

In addition to the stratified random sample of 20% for both the single call and multiple call registrants, three special population groups were oversampled. These groups included a 100% sampling of Hispanics, Pregnant Women, and Smokeless Tobacco Users. Quitline participants may

be members of more than one special population cohort. Only registrants who were successfully contacted and agreed to participate are reflected in Exhibit 7.

#### Exhibit 7: Completed interviews from special populations

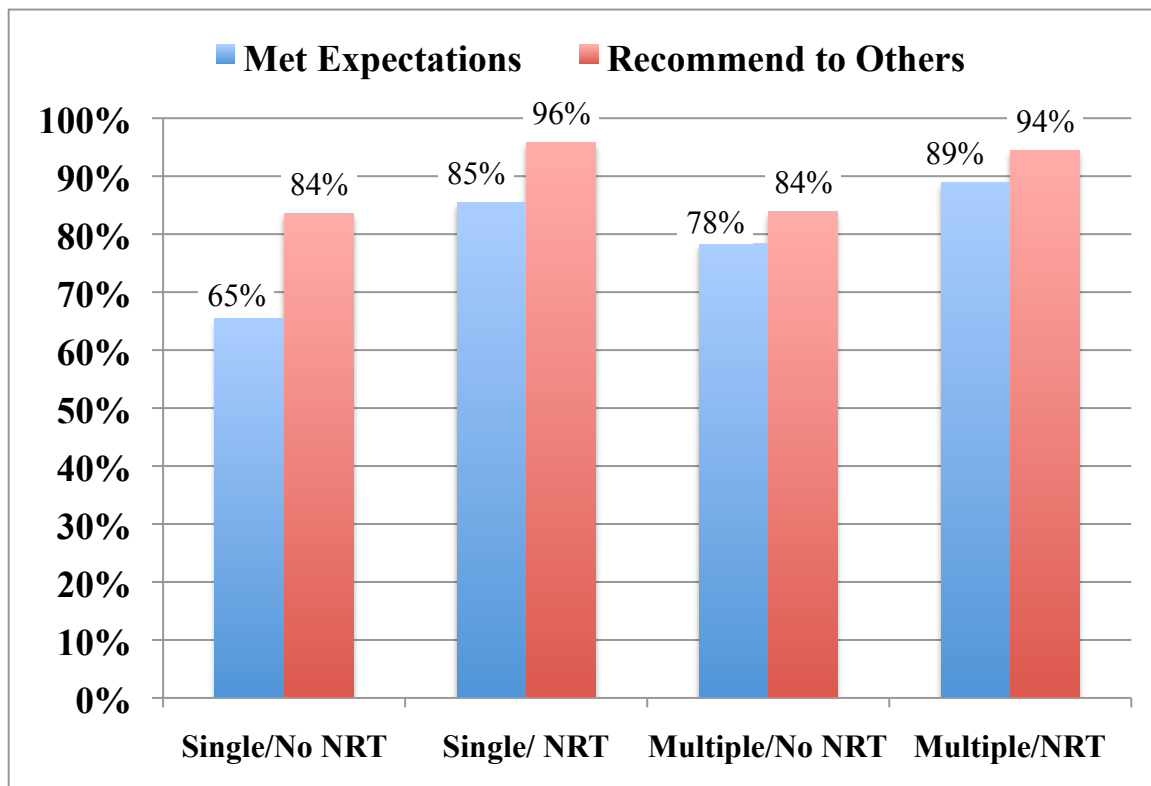
Special Population	COMPLETES	
	4-month Mar 11-Feb12 Respondents	7-month Dec 10-Nov 11 Respondents
Hispanic	75	41*
Pregnant/Planning/BrFeed	86	44
Smokeless	145	87

\*Sample size does not allow quit rates to be calculated for this group.

#### Attitudes Toward Quitline

In the 4-month follow-up a high percentage of tobacco users reported that the ATQ met their expectation and a greater percentage said they would recommend the ATQ to others (Exhibit 8).

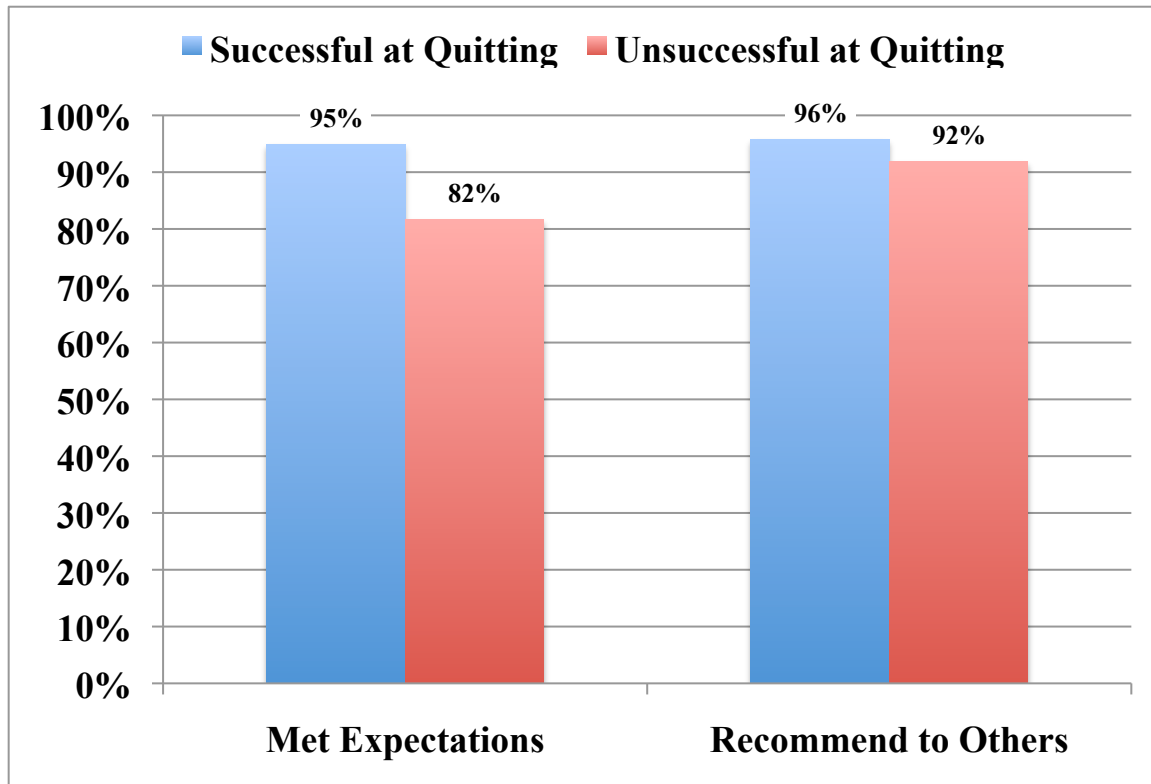
#### Exhibit 8: Registrants attitudes towards Quitline





Attitudes towards the Quitline can vary for a number of reasons. Interestingly one variable that seems to be significantly related to a positive attitude towards the Quitline is 30-days abstinence success (Exhibit 9).

**Exhibit 9: Registrants attitudes towards Quitline by Abstinence success at 30-days**



### **Quit Experiences Reported at the 4- and 7-month Follow-up**

Thirty-day abstinence rates are calculated at both follow-up intervals (4- and 7-months). Quit rates are calculated by intervention type. In the survey, respondents were asked whether they had used tobacco in the previous 30 days and if they used NRT since calling the Quitline.

Respondents were classified in the No NRT/NRT groups based upon their use of any NRT, regardless of type or length of use. Respondents who were identified by the vendor as being sent NRT but did not use the NRT were classified in the No NRT group.

For each calculated quit rate, a 95% confidence interval (CI) was calculated and reported. This CI provides a range of values, within which, we are 95% confident that the “true” quit rate lies. Because our calculated quit rates are based on a sample of the population, some uncertainty will exist about the accuracy of the estimate. The CI is interpreted as the plausible range of values for the true quit rate. Generally, a wide CI indicates that the sample size is small, and the precision of the estimated quit rate is poor. These results should be interpreted with caution. When comparing the quit rates between treatment groups or over time, the overlap (or lack of overlap) in the CIs indicates when the differences are likely to be meaningful.

### 30-Day Abstinence

The standard measure of the effectiveness of the Arkansas Tobacco Quitline is the 30-day abstinence rate. At each follow-up interval, respondents were asked whether they have used tobacco in the previous thirty days. Abstinence rates and confidence intervals (CIs) were calculated for registrants enrolled in the Single and Multiple Call programs and by NRT usage.

Among Arkansas Tobacco Quitline registrants participating in the follow-up surveys, 30.2% of registrants receiving Single Call/NRT and 30.8% of registrants receiving Multiple Call/NRT reported tobacco abstinence at 4-months (Exhibit 10a). The similarities in abstinence rates indicate that there is no significant difference between registrants that receive a single quit session and registrants receiving multiple quit sessions when NRT is provided and used.

The 30-day abstinence rate for Multiple Call/NRT respondents is 31.7% at 7-month follow-up. The 30-day abstinence rate for Multiple Call/No NRT respondents increased to 32.1% at the 7-month interval but neither of the rates are significantly different from the 4-month rates. (Exhibit 10b).

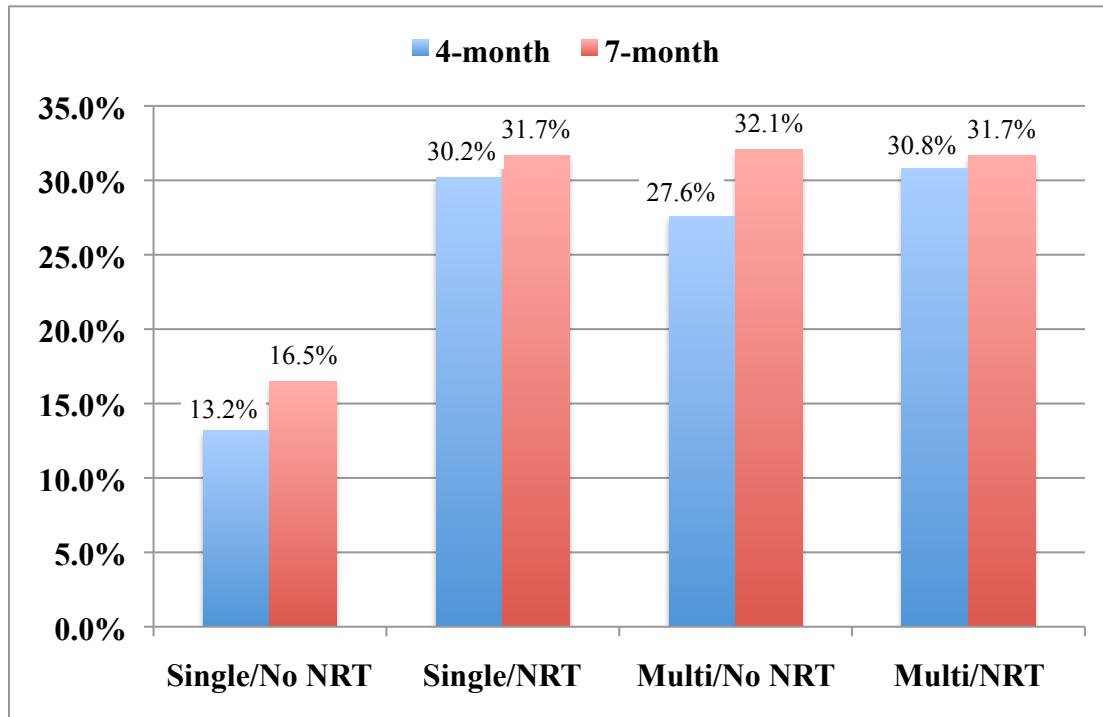
**Exhibit 10a: Respondents abstinent 30 or more days at 4-month follow-up by NRT**

	Intervention/NRT Status			
	Single Call		Multiple Call	
	No NRT	NRT	No NRT	NRT
Abstinent	21	29	60	245
Total N	159	96	217	796
Percent	13.2%	30.2%	27.6%	30.8%
Confidence Range	8.8% - 19.3%	21.9% - 40.0%	22.1% - 34.0%	27.7% - 34.1%

**Exhibit 10b: Respondents abstinent 30 or more days at 7-month follow-up by NRT**

	Intervention/NRT Status			
	Single Call		Multiple Call	
	No NRT	NRT	No NRT	NRT
Abstinent	23	38	61	108
Total N	139	120	190	341
Percent	16.5%	31.7%	32.1%	31.7%
Confidence Range	11.3% -23.6%	24.0% - 40.4%	25.9% - 39.0%	27.0% - 36.8%

**Exhibit 10c: Quitline participants abstinent 30 or more days at follow-up by NRT status**



**Exhibit 10d: Respondents abstinent 30 or more days at 4-month follow-up by month**

Monthly Counts	4-month Count	4-month quit rate
Mar-11	9	15%
Apr-11	30	34%
May-11	41	28%
Jun-11	28	28%
Jul-11	25	26%
Aug-11	38	28%
Sep-11	30	29%
Oct-11	37	38%
Nov-11	36	32%
Dec-11	25	24%
Jan-12	29	26%
Feb-12	27	25%
<b>All Months</b>	<b>355</b>	<b>28%</b>

## Quit Rate Measures

To account for the loss of follow-up respondents and potential bias in the estimates calculated for these respondents, the 7-month/30-day quit rate measures were calculated using *Adjusted* and *ITT* (Intent-To-Treat) responder rate methods (Exhibit 11). The *Adjusted* method includes completes, refusals, and no-answers in the denominator (n=1,369). This method assumes that all participants with these final call dispositions continue to be tobacco users. The *ITT* method is the most conservative and includes all tobacco users who were randomly selected for follow-up. This denominator includes participants with incorrect contact information such as Not-in-service or Wrong number (n=1,596).

**Exhibit 11: Comparison of 7-month/30-day quit rate measures by Intervention and NRT status**

Quit Measure Method	7-month Single Call		7-month Multiple Call	
	No NRT	NRT	No NRT	NRT
Follow-up Quit Rate n=790	16.5%	31.7%	32.1%	31.7%
Adjusted Quit Rate n=1369	9.5%	18.3%	18.5%	18.3%
ITT Quit Rate n=1596	8.2%	15.7%	15.9%	15.7%

## Estimated Total Quitters and Investment Per Quitter

The estimated total quitters are calculated using the 7-month/30-day quit rates and the total number of registrants for each quit group. Using the vendor total services and medications costs, the FY12 cost per quitter is estimated to be approximately \$428 (Exhibit 12). This FY12 cost per quitter is 14% lower than the FY11 cost per quitter.

**Exhibit 12: Estimated Total Quitters and Cost per Quitter (Jul 11 – Jun 12)**

	Quit Rate	Total Registrants	Estimated Quitters
Single Call – No NRT	16.5%	2,951	487
Single Call - NRT	31.7%	63	20
Multiple Call – No NRT	32.1%	1,399	449
Multiple Call - NRT	31.7%	10,361	3,284
Total			4,240
Total Vendor Costs	\$1,816,219		
Cost per Quitter	\$428		

## Focus on Special Populations July 2011 – June 2012

### *Special Population Analysis*

Calculations of the 30-day abstinence rate for the three special populations were conducted at both the 4-month follow up and the 7-month follow up (Exhibit 13).

The Smokeless Tobacco Users (exclusive and combination) who participated in the 4-month follow-up had an observed 30-day quit rate of 32% at the 4-month interval and 38% at the 7-month interval.

Hispanic respondents who participated in the 4-month follow-up had an observed 30-day quit rate of 31% at the 4-month interval and 32% at the 7-month interval.

Of the respondents who indicated they were pregnant, planning pregnancy, or currently breastfeeding, 35% reported 30-day abstinence at the 4-month follow-up and 41% at the 7-month follow-up.

The wide CIs for the all three populations indicate that the sample sizes are still small and the precision of the estimated quit rate for this group at this time is still not good. These results should be interpreted with caution.

**Exhibit 13: Special populations: 30-day abstinence at 4- and 7-month follow-up interval**

Special Populations	30 Days Abstinent					
	4-month			7-month		
	Total N	Percent Abstinent	95% CI	Total N	Percent Abstinent	95% CI
Smokeless	145	32%	(24.7,39.7)	87	38%	(28.5,48.4)
Hispanic	75	31%	(21.4,41.8)	41	32%	(19.6,47.0)
Pregnant/Planning/Breastfeeding	86	35%	(25.7,45.4)	44	41%	(27.7,55.6)

## Quit Success by Method of Entry

All Quitline registrants are identified by the method of entry into the Quitline system (Fax Referral, Phone: Inbound, Phone: Outbound, and Web Entry). An analysis of abstinence rates for the registrants by Method of Entry was conducted at the 4-month follow-up (Exhibit 14).

### Exhibit 14: 30-day Abstinence rates by quit status at 4-month Follow-up by Entry Method

	30 Days Abstinent		
	4- month follow-up		
	Total N	Percent Abstinent	95% CI
Fax Referral	383	29%	(24.7,33.7)
Phone: Inbound	870	28%	(24.7,30.6)
Phone: Outbound	15	*	*

\*Sample size does not allow quit rates to be calculated for this group.

At the 30-day quit standard, 29% of the Fax referral registrants reported abstinence from tobacco as compared to 28% of Phone: Inbound registrants. The confidence intervals (CIs) for the calculated quit rates overlap. This overlap indicates that there is no significant difference between these two groups.

## Validation of Free & Clear Service Records and Costs

As part of the evaluation efforts of the Arkansas Tobacco Quitline, the SRC completes a monthly validation of Free & Clear invoices and vendor service records. For July 2011 through June 2012 numerous registrations were identified that needed clarification and research. Subsequent research revealed numerous registrations that were invalid. Ultimately all credits and adjustments were made to resolve the issue. It is hoped that Alere will continue to improve their reporting system to avoid these registration errors in the future.

## APPENDIX A

### 7-month follow-up interview questions and percentage results

7-month: December 2010 - November 2011 cohorts

**Q1) Do you currently smoke cigarettes every day, some days, or not at all?**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Every day	62%	37%	49%	46%
2	Some days	19%	23%	15%	17%
3	Not at all	19%	40%	36%	37%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q1a) How many cigarettes do you smoke per day on the days that you smoke?**

		112	72	121	214
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
0-5	1-5 cigarettes	26%	33%	23%	28%
6-10	6-10 cigarettes	28%	31%	31%	31%
11-19	11-19 cigarettes	11%	13%	10%	11%
20	1 pack	28%	15%	26%	24%
21-39	Less than 2 packs	4%	8%	7%	3%
40+	2 packs or more	3%	0%	2%	2%
777	Don't Know	0%	0%	0%	1%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q1b) Is your usual cigarette brand menthol or non-menthol?**

		112	72	121	214
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Menthol	29%	18%	39%	34%
2	Non-menthol	38%	36%	59%	64%
3	No usual type	2%	0%	2%	1%
5	Not asked	31%	46%	0%	1%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q2a) What types of tobacco have you used in the past 30 days . . . Cigarettes?**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	81%	62%	67%	66%
2	No	19%	38%	33%	34%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q2b) [What types of tobacco have you used in the past 30 days . . .] Cigars, cigarillos, or little cigars?**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	6%	6%	8%	6%
2	No	94%	94%	92%	94%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q2c) [What types of tobacco have you used in the past 30 days . . .] Pipe?**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	1%	0%	2%	1%
2	No	99%	100%	98%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q2d) [What types of tobacco have you used in the past 30 days . . .] Chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn?**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	6%	9%	7%	4%
2	No	94%	91%	93%	96%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q2e) [What types of tobacco have you used in the past 30 days . . .] Any other types of tobacco, such as snus?**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	0%	0%	1%	0%
2	No	100%	100%	99%	100%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q3) What types of other products do you use?**

		0	0	1	0
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Bidis	0%	0%	0%	0%
2	Kreteks/Clove flavored cigarettes	0%	0%	0%	0%
3	Tobacco pouches or snus	0%	0%	0%	0%
4	Tobacco orbs	0%	0%	0%	0%
5	Tobacco strips or straws	0%	0%	0%	0%
6	Water pipes or hookahs	0%	0%	0%	0%
8	Other [Specify]	0%	0%	100%	0%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	0%

**Q4b) Do you currently smoke cigars, cigarillos, or little cigars every day, some days, or not at all?**

		9	7	15	20
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Every day	44%	29%	27%	30%
2	Some days	56%	71%	46%	65%
3	Not at all	0%	0%	27%	5%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%



**Q5b) How many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?**

		9	7	11	19
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 per week	0%	0%	18%	11%
1-9	1-9	89%	57%	64%	68%
10-100	10-100	11%	29%	9%	21%
100+	100+	0%	14%	9%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q4c) Do you currently smoke a pipe every day, some days, or not at all?**

		1	0	4	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Every day	0%	0%	0%	100%
2	Some days	100%	0%	50%	0%
3	Not at all	0%	0%	50%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	0%	100%	100%

**Q5c) How many pipes do you smoke per week during the weeks that you smoke?**

		1	0	2	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 per week	0%	0%	0%	0%
1-9	1-9	100%	0%	100%	100%
10+	10+	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	0%	100%	100%

**Q4d) Do you currently use chewing tobacco, snuff, or dip every day, some days, or not at all?**

		8	11	13	14
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Every day	62%	55%	46%	64%
2	Some days	38%	45%	38%	36%
3	Not at all	0%	0%	15%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q5d) How many pouches or tins do you use per week during the weeks that you use tobacco?**

		8	11	11	14
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 per week	12%	9%	36%	14%
1-5	1-5 tins	75%	73%	36%	71%
6+	6 or more tins	12%	18%	27%	14%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q4e) Do you currently use other types of tobacco, such as «insert tobacco given in Q3» every day, some days, or not at all?**

		0	0	1	0
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Every day	0%	0%	100%	0%
2	Some days	0%	0%	0%	0%
3	Not at all	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	0%

**Q5e) How much [how many] other types of tobacco, such as «insert tobacco given in Q3» do you use per week during the weeks that you use other tobacco?**

		0	0	1	0
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 per week	0%	0%	0%	0%
1+	1 or more	0%	0%	0%	0%
777	Don't Know	0%	0%	100%	0%
999	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	0%

**Q6a) How soon after you wake up do you smoke your first cigarette?**

		112	74	128	225
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Within five minutes	22%	23%	36%	23%
2	6 to 30 minutes	40%	36%	33%	36%
3	31 to 60 minutes	14%	20%	11%	14%
4	More than 60 minutes	22%	19%	20%	27%
7	Don't Know	1%	1%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q6b) How soon after you wake up do you use tobacco other than cigarettes?**

		18	18	24	34
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Within five minutes	0%	33%	4%	3%
2	6 to 30 minutes	6%	6%	13%	24%
3	31 to 60 minutes	11%	17%	8%	12%
4	More than 60 minutes	83%	44%	67%	59%
7	Don't Know	0%	0%	4%	0%
9	Refused	0%	0%	4%	2%
	Total	100%	100%	100%	100%

**Q7a) Do you intend to quit using cigarettes within the next 30 days?**

		112	74	128	225
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	62%	65%	61%	68%
2	No	37%	30%	36%	32%
7	Don't Know	1%	5%	2%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q7b) Do you intend to quit using cigars, cigarillos, or little cigars within the next 30 days?**

		9	7	15	20
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	67%	57%	60%	75%
2	No	22%	43%	40%	25%
7	Don't Know	11%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q7c) Do you intend to quit using a pipe within the next 30 days?**

		1	0	4	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	100%	0%	75%	0%
2	No	0%	0%	25%	100%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	0%	100%	100%

**Q7d) Do you intend to quit using chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn within the next 30 days?**

		8	11	13	14
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	74%	55%	54%	71%
2	No	13%	45%	46%	29%
7	Don't Know	13%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q7e) Do you intend to quit using other types of tobacco, such as «insert tobacco given in Q3» within the next 30 days?**

		0	0	1	0
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	0%	0%	100%	0%
2	No	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	0%

**Q8) Since you first called the Quitline on «registration date», 7 months ago did you stop using tobacco for 24 hours or longer because you were trying to quit?**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	68%	93%	85%	91%
2	No	32%	7%	14%	9%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q8a) How many times did you stop using tobacco for 24 hours or longer? For example, if you quit for 2 days and then started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.**

		94	112	162	312
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	1 time	50%	53%	42%	44%
2	2 times	20%	22%	25%	22%
3	3 times	13%	10%	14%	14%
4	4 times	9%	5%	7%	6%
5	5 times	4%	3%	3%	6%
6-9	6-9 times	1%	2%	3%	2%
10+	10+ times	3%	4%	3%	5%
777	Don't Know	0%	1%	2%	1%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q9) Our records indicate that the Arkansas Tobacco Quitline sent you Nicotine Replacement «NRT type». Did you use the «NRT type» sent to you by the Arkansas Tobacco Quitline?**

		0	2	0	62
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	0%	100%	0%	96%
2	No - Didn't use but received NRT	0%	0%	0%	2%
3	No - Never received NRT	0%	0%	0%	2%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	100%

**Q9NRT0) Since your call to the Quitline on «registration date», 7 months ago, have you used any Nicotine Replacement Therapy such as patches, gum, lozenges, or inhalers?**

		139	118	190	281
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	0%	100%	0%	100%
2	No	99%	0%	99%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q9a) Which NRT did you use?**

		86		208	
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Patches	N/A	73%	N/A	74%
2	Gum	N/A	31%	N/A	32%
3	Lozenges	N/A	6%	N/A	8%
4	Inhaler	N/A	0%	N/A	1%
5	Nasal Spray	N/A	0%	N/A	0%
7	Don't Know	N/A	0%	N/A	0%
9	Refused	N/A	0%	N/A	0%

**Q9b-1, Q9b-2, & Q9b-3) How many days did you use the Nicotine Replacement Therapy?**

		0	120	0	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	None (0 days)	0%	0%	0%	0%
2	1-7 days	0%	32%	0%	31%
3	8-13 days	0%	15%	0%	6%
4	14 days - 2 weeks	0%	21%	0%	28%
5	15-21 days	0%	7%	0%	7%
6	22-28 days	0%	3%	0%	4%
7	29-49 days	0%	14%	0%	12%
8	56 days - 8 weeks	0%	8%	0%	12%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	100%

**Q9c) Please tell me the reasons for not using the full «2-week or 8-week depending on NRT sent» course of your NRT.**

		0	2	0	22
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	I decided not to take it	0%	0%	0%	5%
2	I didn't feel I needed it	0%	0%	0%	5%
3	I worried about the side effects	0%	0%	0%	0%
4	I had problems using it	0%	0%	0%	23%
5	I was too busy with other things	0%	0%	0%	0%
6	I simply forgot	0%	0%	0%	0%
7	I had too many other medications to take	0%	0%	0%	0%
8	I successfully quit	0%	0%	0%	5%
10	Not ready to quit/Still smoking	0%	0%	0%	23%
11	Never received/Not sent full dose	0%	0%	0%	5%
88	Other [Specify]	0%	0%	0%	0%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	100%	0%	36%

**Q9d) After using the «2-week or 8-week depending on NRT sent» course of «NRT type» sent to you by the Quitline, did you buy more NRT of any kind?**

		0	2	0	60
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	0%	0%	0%	38%
2	No	0%	100%	0%	62%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	100%

**Q10) Since you first called the Quitline seven months ago, have you used any pills or medications such as Chantix or Zyban to help you quit?**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	12%	8%	10%	8%
2	No	88%	92%	89%	92%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q10a) What types of pills or medication did you use?**

		16	9	19	28
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Zyban	0%	0%	0%	7%
2	Bupropion	0%	0%	0%	11%
3	Wellbutrin	6%	33%	5%	18%
4	Chantix or Varenicline	88%	67%	95%	64%
8	Other [Specify]	0%	0%	0%	0%
7	Don't Know	6%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q11) Other than the Quitline or medications, did you use any other kinds of assistance to help you quit over the past seven months, such as advice from a health professional or other kinds of quitting assistance?**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	14%	11%	7%	11%
2	No	86%	88%	92%	89%
7	Don't Know	0%	1%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q11a) What did you use?**

		19	13	14	36
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Advice from a health professional	42%	31%	50%	39%
2	Website or web-based program	0%	0%	0%	8%
3	Group or counseling cessation program	5%	15%	7%	8%
4	Self-help materials	47%	46%	43%	39%
8	Something else [Specify]	5%	8%	0%	8%
7	Don't Know	0%	0%	0%	0%
9	Refused	5%	0%	0%	0%

**Q11b) Who was the health professional whose advice you used? Was it a . . .**

		8	4	7	14
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Physician	88%	75%	86%	79%
2	Nurse	13%	0%	0%	14%
3	Pharmacist	0%	25%	0%	0%
4	Dentist	0%	25%	0%	0%
8	Other [Specify]	0%	0%	14%	14%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q12&Q12a) Have you smoked any cigarettes or used other tobacco, even a puff, in the last 30 days?/  
Have you used any tobacco products, even a pinch, in the last 30 days?**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	82%	68%	68%	68%
2	No	17%	32%	32%	32%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q13a) When was the last time you smoked a cigarette, even a puff?**

		112	74	128	225
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 day	96%	86%	90%	88%
1	1 to 4 days	2%	5%	5%	7%
2	5 to 9 days	0%	1%	0%	2%
3	10 to 17 days	1%	3%	2%	2%
4	18 to 24 days	0%	0%	1%	1%
5	25 to 29 days	0%	1%	1%	0%
6	30+ days or more (1 month or more)	0%	3%	1%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	1%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q13b) When was the last time you smoked a cigar, even a puff?**

		9	7	15	20
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 day	33%	57%	33%	40%
1	1 to 4 days	67%	14%	13%	15%
2	5 to 9 days	0%	14%	20%	20%
3	10 to 17 days	0%	0%	7%	20%
4	18 to 24 days	0%	0%	7%	5%
5	25 to 29 days	0%	14%	13%	0%
6	30+ days or more (1 month or more)	0%	0%	7%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q13c) When was the last time you smoked a pipe, even a puff?**

		1	0	4	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 day	0%	0%	25%	50%
1	1 to 4 days	0%	0%	50%	0%
2	5 to 9 days	0%	0%	0%	50%
3	10 to 17 days	100%	0%	25%	0%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	0%	100%	100%

**Q13d) When was the last time you used chewing tobacco, snuff, or dip, even a pinch?**

		8	11	13	14
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 day	50%	91%	61%	64%
1	1 to 4 days	50%	9%	8%	21%
2	5 to 9 days	0%	0%	8%	7%
3	10 to 17 days	0%	0%	15%	0%
4	18 to 24 days	0%	0%	0%	7%
5	25 to 29 days	0%	0%	8%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q13e) When was the last time you used other types of tobacco, such as «insert tobacco given in Q3», even a puff or pinch?**

		0	0	1	0
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 day	0%	0%	0%	0%
1	1 to 4 days	0%	0%	100%	0%
2	5 to 9 days	0%	0%	0%	0%
3	10 to 17 days	0%	0%	0%	0%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	0%

**Q14) How motivated are you to stop using tobacco? Would you say . . .**

		139	120	190	341
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	A great deal	41%	65%	64%	58%
2	A lot	30%	16%	11%	24%
3	A little	18%	12%	15%	10%
4	Not at all	9%	7%	9%	7%
7	Don't Know	1%	0%	0%	0%
9	Refused	1%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q15) How confident are you that you could stop using tobacco? Would you say . . .**

		139	120	190	341
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Very confident	36%	47%	52%	50%
2	Somewhat confident	24%	29%	23%	25%
3	A little confident	24%	16%	11%	15%
4	Not confident at all	12%	8%	13%	10%
7	Don't Know	3%	0%	1%	0%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q16) What is your single greatest motivation for wanting to stop using tobacco?**

		139	120	190	341
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Societal pressure	1%	0%	1%	1%
2	Work pressure	0%	0%	0%	1%
3	Health	66%	59%	64%	65%
4	Cost of tobacco products	9%	8%	7%	7%
5	Family/Friends	19%	31%	24%	24%
88	Other (Specify)	0%	0%	0%	0%
7	Religious reasons	1%	1%	1%	0%
8	Smell	1%	1%	1%	1%
77	Don't Know	1%	0%	1%	1%
99	Refused	1%	0%	1%	0%
	Total	100%	100%	100%	100%



**Q17) Overall, how satisfied were you with the service you received from the Quitline? Were you . . .**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Very satisfied	42%	63%	67%	70%
2	Mostly satisfied	21%	21%	15%	16%
3	Somewhat satisfied	17%	13%	12%	11%
4	Not at all satisfied	17%	3%	5%	3%
7	Don't Know	3%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**SEX**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Male		34%	39%	30%	35%
Female		66%	61%	70%	65%
Total		100%	0%	100%	100%

**AGE**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
15-24		9%	9%	13%	7%
25-34		18%	18%	13%	16%
35-44		17%	23%	13%	19%
45-54		27%	26%	31%	30%
55-64		19%	18%	22%	17%
65-74		7%	5%	7%	9%
75+		1%	1%	1%	1%
Refused/Not asked		2%	0%	0%	0%
Total		100%	100%	100%	100%

**RACE**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
White		54%	65%	62%	72%
Black or African American		34%	28%	34%	21%
Am Indian or Alaska Native		2%	1%	1%	2%
Asian		0%	0%	0%	0%
Other		4%	4%	3%	4%
Not asked/Not collected		6%	1%	0%	0%
Don't Know		0%	0%	0%	0%
Refused		0%	1%	0%	0%
Total		100%	100%	100%	100%

**PREGNANT**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Pregnant		6%	3%	7%	2%
Planning Pregnancy		1%	2%	1%	1%
Breast-Feeding		0%	1%	1%	0%

**HISPANIC**

		139	120	190	341
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Hispanic		6%	8%	4%	4%

**SMOKELESS TOBACCO USER**

	139	120	190	341
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Smokeless	9%	20%	12%	8%

**EDUCATION**

	139	120	190	341
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Less than 9th grade	4%	4%	4%	5%
Grade 9-11	11%	18%	19%	15%
High School Degree	26%	26%	33%	28%
GED	9%	7%	7%	9%
Some Technical or Trade School	3%	2%	2%	2%
Some College or University	27%	26%	21%	27%
Technical/Trade Degree	2%	3%	3%	4%
College or University Degree	11%	13%	8%	10%
Post College	0%	0%	0%	0%
Not asked/Not collected	7%	1%	2%	0%
Don't Know	0%	0%	0%	0%
Refused	0%	0%	0%	0%
Total	100%	100%	100%	100%

**INSURED**

	139	120	190	341
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Uninsured	37%	44%	38%	40%
Private	26%	27%	21%	25%
Medicaid/Medicare	35%	28%	39%	34%
Don't Know/Refused	2%	1%	2%	1%
Total	100%	100%	100%	100%

## APPENDIX B

### 4-month follow-up interview questions and percentage results

4-month: March 2011 - February 2012 cohorts

**Q1) When you spoke with the Arkansas Tobacco Quitline and registered for services how would you rate your registration experience? Would you say . . .**

Code	Category	159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Excellent	40%	48%	56%	57%
2	Good	38%	42%	34%	36%
3	Average	18%	8%	7%	5%
4	Poor	2%	1%	2%	2%
7	Don't Know	1%	1%	0%	0%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q2) After your registered with the Quitline, approximately how many minutes was your first intervention call with the Quit Coach?**

Code		159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1-4	1-4 minutes	7%	7%	6%	5%
5-9	5-9 minutes	18%	15%	8%	13%
10-15	10-15 minutes	35%	44%	39%	42%
16-20	16-20 minutes	3%	11%	11%	13%
21+	More than 20 minutes	9%	13%	18%	17%
555	Never Spoke to Quit Coach	22%	9%	10%	6%
777	Don't Know	5%	1%	6%	4%
999	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q3) How would you rate the amount of time you spoke with the Quit Coach? Was it . . .**

Code		124	87	195	747
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Just right	74%	90%	79%	86%
2	Too short	9%	2%	4%	2%
3	Too long	14%	6%	14%	11%
4	N/A - Didn't speak to Quit Coach	1%	2%	1%	1%
7	Don't Know	1%	0%	1%	0%
9	Refused	1%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q4) About how many coaching sessions did you receive from the Quit Coach?**

Code		195		747	
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
0	0 sessions	N/A	N/A	4%	4%
1	1 session	N/A	N/A	23%	17%
2	2 sessions	N/A	N/A	11%	16%
3	3 sessions	N/A	N/A	17%	20%
4	4 sessions	N/A	N/A	14%	15%
5	5 sessions	N/A	N/A	7%	10%
6+	6+ sessions	N/A	N/A	19%	17%
77	Don't Know	N/A	N/A	3%	1%
99	Refused	N/A	N/A	2%	0%
	Total	N/A	N/A	100%	100%

**Q5) Do you think the number of sessions you received from the Quit Coach was . . .**

Code		195		747	
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Just right	N/A	N/A	75%	73%
2	Too many	N/A	N/A	9%	10%
3	Not enough	N/A	N/A	12%	16%
7	Don't Know	N/A	N/A	1%	1%
9	Refused	N/A	N/A	3%	0%
	Total	N/A	N/A	100%	100%

**Q6) Besides the first registration call, how many times did you call the Arkansas Tobacco Quitline?**

Code		159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
0	0 times	60%	47%	54%	52%
1	1 time	13%	17%	21%	19%
2	2 times	9%	19%	11%	15%
3	3 times	6%	10%	5%	6%
4	4 times	3%	2%	2%	2%
5	5 times	2%	1%	2%	2%
6+	6+ times	1%	0%	0%	2%
555	Never Spoke to Quit Coach	4%	3%	3%	2%
777	Don't Know	1%	1%	0%	0%
999	Refused	1%	0%	2%	0%
	Total	100%	100%	100%	100%

**Q7) How would you rate your experience with the Quit Coach? Was it . . .**

Code		122	85	193	738
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Excellent	43%	39%	44%	51%
2	Good	29%	46%	39%	37%
3	Average	23%	10%	9%	9%
4	Poor	3%	5%	5%	2%
5	Never Spoke to Coach	1%	0%	0%	1%
7	Don't Know	0%	0%	1%	0%
9	Refused	1%	0%	2%	0%
	Total	100%	100%	100%	100%

**Q8) Did you use the educational materials the Quitline sent you?**

Code		159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	43%	75%	67%	86%
2	No	21%	15%	20%	11%
8	N/A - Never received materials	33%	9%	10%	2%
7	Don't Know	1%	1%	0%	1%
9	Refused	2%	0%	3%	0%
	Total	100%	100%	100%	100%

**Q8a) How helpful were the materials in helping you quit? Were these . . .**

Code		68	72	146	684
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	38%	46%	45%	52%
2	Somewhat helpful	46%	53%	40%	40%
3	Not at all helpful	16%	1%	14%	7%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q8b) Did you share the materials you received with a friend, family member, or anyone else?**

Code		68	72	146	684
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	49%	53%	49%	59%
2	No	51%	47%	50%	41%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q9) How helpful was the Quitline in providing information about medications for quitting tobacco such as the nicotine patch? Would you say . . .**

Code		159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	45%	69%	68%	74%
2	Somewhat helpful	18%	22%	13%	21%
3	Not at all helpful	21%	5%	11%	4%
5	Not applicable	11%	4%	2%	0%
7	Don't Know	1%	0%	1%	0%
9	Refused	3%	0%	4%	0%
	Total	100%	100%	100%	100%

**Q10) How helpful was the Quit Coach in suggesting ways to help you quit tobacco, such as dealing with urges and getting social support? Would you say . . .**

Code		121	85	193	734
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	53%	78%	73%	75%
2	Somewhat helpful	28%	20%	17%	20%
3	Not at all helpful	13%	1%	4%	4%
5	Not applicable	3%	1%	1%	1%
7	Don't Know	1%	0%	1%	0%
9	Refused	2%	0%	4%	0%
	Total	100%	100%	100%	100%

**Q11) Did the Quit Coach provide you with a referral for other resources in your community to help you in your quit process?**

Code		121	85	193	734
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	36%	52%	50%	51%
2	No	53%	40%	36%	42%
5	N/A - Caller didn't want referral	2%	2%	4%	2%
7	Don't Know	6%	6%	5%	4%
9	Refused	2%	0%	5%	0%
	Total	100%	100%	100%	100%

**Q11a) How satisfied were you with the referrals your Quit Coach provided you to assist you in your quit attempt? Were you . . .**

Code		44	44	96	377
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very satisfied	55%	52%	65%	63%
2	Mostly satisfied	18%	27%	21%	20%
3	Somewhat satisfied	20%	11%	8%	11%
4	Not at all satisfied	5%	0%	0%	1%
7	Don't Know	2%	9%	6%	5%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q11b) Did you find these other resources helpful in your quit attempt?**

Code		44	44	96	377
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	70%	61%	72%	76%
2	No	20%	27%	21%	18%
7	Don't Know	9%	11%	6%	6%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q12) Since calling the Quitline, have you used any of the following programs or services in your community to help you with your quit process? How about . . .**

Code		159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Other telephone counseling programs	1%	1%	0%	1%
2	In-person class or group	3%	4%	1%	2%
3	Websites	3%	3%	3%	5%
4	Hypnosis or acupuncture	0%	1%	0%	0%
5	Nothing	91%	92%	89%	92%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	6%	0%

**Q13) Overall, how satisfied were you with the service you received from the Quitline? Were you . . .**

Code		159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very satisfied	40%	56%	59%	63%
2	Mostly satisfied	17%	22%	17%	19%
3	Somewhat satisfied	23%	15%	8%	14%
4	Not at all satisfied	14%	6%	9%	4%
7	Don't Know	1%	1%	0%	0%
9	Refused	4%	0%	7%	0%
	Total	100%	100%	100%	100%

**Q14) Did the Arkansas Tobacco Quitline meet your expectations?**

Code		159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	65%	85%	78%	89%
2	No	28%	15%	14%	10%
7	Don't Know	2%	0%	0%	1%
9	Refused	4%	0%	7%	0%
	Total	100%	100%	100%	100%

**Q15) Would you recommend the Arkansas Tobacco Quitline to others?**

Code		159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	84%	96%	84%	94%
2	No	12%	4%	9%	5%
7	Don't Know	0%	0%	0%	1%
9	Refused	4%	0%	7%	0%
	Total	100%	100%	100%	100%

**Q16) Do you currently smoke cigarettes every day, some days, or not at all?**

		159	96	217	796
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Every day	58%	38%	42%	37%
2	Some days	19%	24%	14%	24%
3	Not at all	19%	38%	36%	39%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	7%	0%
Total		100%	100%	100%	100%

**Q16a) How many cigarettes do you smoke per day on the days that you smoke?**

		122	60	122	486
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
0-19	Less than 1 pack	63%	75%	71%	75%
20	1 pack	24%	16%	25%	18%
21-39	Less than 2 packs	3%	2%	3%	3%
40+	2 packs or more	8%	7%	1%	4%
777	Don't Know	1%	0%	0%	0%
999	Refused	1%	0%	0%	0%
Total		100%	100%	100%	100%

**Q16b) Is your usual cigarette brand menthol or non-menthol?**

		122	60	122	486
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Menthol	49%	47%	37%	35%
2	Non-menthol	42%	45%	46%	52%
3	No usual type	1%	0%	0%	1%
5	Not asked	7%	8%	17%	12%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	0%	0%
Total		100%	100%	100%	100%

**Q17a) What types of tobacco have you used in the past 30 days . . . Cigarettes?**

		159	96	217	796
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	78%	60%	58%	62%
2	No	17%	40%	35%	38%
7	Don't Know	0%	0%	0%	0%
9	Refused	5%	0%	7%	0%
Total		100%	100%	100%	100%

**Q17b) [What types of tobacco have you used in the past 30 days . . .] Cigars, cigarillos, or little cigars?**

		159	96	217	796
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	11%	5%	6%	6%
2	No	84%	95%	86%	94%
7	Don't Know	0%	0%	0%	0%
9	Refused	5%	0%	8%	0%
Total		100%	100%	100%	100%

**Q17c) [What types of tobacco have you used in the past 30 days . . .] Pipe?**

		159	96	217	796
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	1%	1%	0%	1%
2	No	94%	99%	92%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	5%	0%	8%	0%
Total		100%	100%	100%	100%

**Q17d) [What types of tobacco have you used in the past 30 days . . .] Chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn?**

		159	96	217	796
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	6%	12%	5%	6%
2	No	89%	88%	87%	94%
7	Don't Know	0%	0%	0%	0%
9	Refused	5%	0%	8%	0%
	Total	100%	100%	100%	100%

**Q17e) [What types of tobacco have you used in the past 30 days . . .] Any other types of tobacco, such as snus?**

		159	96	217	796
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	1%	0%	1%
2	No	95%	99%	92%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	5%	0%	8%	0%
	Total	100%	100%	100%	100%

**Q18) What types of other products do you use?**

		0	1	0	4
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Bidis	0%	0%	0%	0%
2	Kreteks/Clove flavored cigarettes	0%	0%	0%	0%
3	Tobacco pouches or snus	0%	100%	0%	75%
4	Tobacco orbs	0%	0%	0%	0%
5	Tobacco strips or straws	0%	0%	0%	0%
6	Water pipes or hookahs	0%	0%	0%	0%
8	Other [Specify]	0%	0%	0%	0%
77	Don't Know	0%	0%	0%	25%
99	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	100%

**Q19b) Do you currently smoke cigars, cigarillos, or little cigars every day, some days, or not at all?**

		17	5	14	51
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	18%	20%	21%	35%
2	Some days	59%	80%	57%	59%
3	Not at all	23%	0%	21%	6%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q20b) How many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?**

		13	5	11	48
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	8%	20%	9%	10%
1-9	1-9	61%	80%	45%	52%
10+	10 or more	31%	0%	45%	38%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%



**Q19c) Do you currently smoke a pipe every day, some days, or not at all?**

Code		1	1	0	11
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	0%	0%	0%	9%
2	Some days	100%	0%	0%	55%
3	Not at all	0%	100%	0%	36%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

**Q20c) How many pipes do you smoke per week during the weeks that you smoke?**

Code		0	0	0	0
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	0%	0%	0%	14%
1-9	1-9	100%	0%	0%	57%
10+	10+	0%	0%	0%	29%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	0%	0%	100%

**Q19d) Do you currently use chewing tobacco, snuff, or dip every day, some days, or not at all?**

Code		10	12	11	51
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	20%	33%	55%	57%
2	Some days	80%	58%	36%	37%
3	Not at all	0%	8%	0%	6%
7	Don't Know	0%	0%	9%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q20d) How many pouches or tins do you use per week during the weeks that you use tobacco?**

Code		10	11	10	48
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	0%	9%	10%	8%
1-9	1-9 tins	100%	91%	70%	90%
10+	10 or more tins	0%	0%	20%	2%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q19e) Do you currently use other types of tobacco, such as «insert tobacco given in Q18» every day, some days, or not at all?**

Code		0	1	0	4
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	0%	0%	0%	0%
2	Some days	0%	100%	0%	75%
3	Not at all	0%	0%	0%	25%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	100%

**Q20e) How much [how many] other types of tobacco, such as «insert tobacco given in Q18» do you use per week during the weeks that you use other tobacco?**

		0	1	0	3
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
666	Less than 1 per week	0%	100%	0%	0%
1+	1 or more	0%	0%	0%	100%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	100%

**Q21a) How soon after you wake up do you smoke your first cigarette?**

		127	61	127	502
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Within five minutes	33%	25%	39%	28%
2	6 to 30 minutes	31%	33%	29%	33%
3	31 to 60 minutes	13%	11%	13%	12%
4	More than 60 minutes	20%	31%	17%	27%
7	Don't Know	0%	0%	0%	0%
9	Refused	3%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q21b) How soon after you wake up do you use tobacco other than cigarettes?**

		24	17	25	97
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Within five minutes	4%	18%	16%	15%
2	6 to 30 minutes	17%	12%	24%	9%
3	31 to 60 minutes	8%	6%	4%	8%
4	More than 60 minutes	63%	64%	52%	63%
7	Don't Know	4%	0%	4%	3%
9	Refused	4%	0%	0%	1%
	Total	100%	100%	100%	100%

**Q22a) Do you intend to quit using cigarettes within the next 30 days?**

		126	61	125	502
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	67%	79%	76%	76%
2	No	30%	21%	22%	22%
7	Don't Know	1%	0%	2%	2%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q22b) Do you intend to quit using cigars, cigarillos, or little cigars within the next 30 days?**

		17	5	14	51
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	82%	100%	71%	65%
2	No	18%	0%	29%	35%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q22c) Do you intend to quit using a pipe within the next 30 days?**

		1	1	0	11
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	100%	0%	91%
2	No	100%	0%	0%	9%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

**Q22d) Do you intend to quit using chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn within the next 30 days?**

		10	12	11	51
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	60%	58%	36%	73%
2	No	40%	42%	55%	27%
7	Don't Know	0%	0%	9%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q22e) Do you intend to quit using other types of tobacco, such as «insert tobacco given in Q18» within the next 30 days?**

		0	1	0	4
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	100%	0%	100%
2	No	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	100%

**Q23) Since you first called the Quitline on «registration date», 4 months ago did you stop using tobacco for 24 hours or longer because you were trying to quit?**

		159	96	217	796
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	58%	89%	69%	92%
2	No	36%	11%	23%	8%
7	Don't Know	0%	0%	0%	0%
9	Refused	6%	0%	8%	0%
	Total	100%	100%	100%	100%

**Q23a) How many times did you stop using tobacco for 24 hours or longer? For example, if you quit for 2 days and then started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.**

		92	85	150	730
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	1 time	37%	40%	55%	47%
2	2 times	26%	32%	18%	23%
3	3 times	22%	13%	16%	15%
4	4 times	7%	7%	3%	6%
5	5 times	3%	2%	3%	2%
6-9	6-9 times	1%	5%	3%	3%
10+	10+ times	3%	1%	1%	3%
777	Don't Know	1%	0%	0%	1%
999	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q24) Our records indicate that the Arkansas Tobacco Quitline sent you Nicotine Replacement «NRT type». Did you use the «NRT type» sent to you by the Arkansas Tobacco Quitline?**

Code		10	45	86	692
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	98%	0%	98%
2	No - Didn't use but received NRT	60%	0%	65%	1%
3	No - Never received NRT	20%	2%	16%	1%
7	Don't Know	0%	0%	2%	0%
9	Refused	20%	0%	16%	0%
	Total	100%	100%	100%	100%

**Q24NRT0) Since your call to the Quitline on «registration date», 4 months ago, have you used any Nicotine Replacement Therapy such as patches, gum, lozenges, or inhalers?**

Code		159	52	217	114
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	100%	0%	100%
2	No	93%	0%	92%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	7%	0%	8%	0%
	Total	100%	100%	100%	100%

**Q24a) Which NRT did you use?**

Code		0	52	0	114
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Patches	0%	56%	0%	66%
2	Gum	0%	42%	0%	43%
3	Lozenges	0%	15%	0%	12%
4	Inhaler	0%	4%	0%	3%
5	Nasal Spray	0%	0%	0%	1%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q24b-1, Q24b-2, & Q24b-3) How many days did you use the Nicotine Replacement Therapy?**

Code		0	96	0	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	None (0 days)	0%	0%	0%	0%
2	1-7 days	0%	34%	0%	33%
3	8-13 days	0%	7%	0%	6%
4	14 days - 2 weeks	0%	32%	0%	38%
5	15-21 days	0%	9%	0%	4%
6	22-28 days	0%	1%	0%	4%
7	29-49 days	0%	7%	0%	8%
8	56 days - 8 weeks	0%	8%	0%	7%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	0%	0%	1%
	Total	0%	100%	0%	100%

**Q24c) Please tell me the reasons for not using the full «2-week or 8-week depending on NRT sent» course of your NRT.**

Code		6	1	56	26
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	I decided not to take it	17%	0%	5%	0%
2	I didn't feel I needed it	0%	0%	11%	4%
3	I worried about the side effects	17%	0%	27%	4%
4	I had problems using it	0%	100%	5%	58%
5	I was too busy with other things	17%	0%	7%	4%
6	I simply forgot	17%	0%	2%	0%
7	I had too many other medications to take	17%	0%	4%	0%
8	I successfully quit	0%	0%	5%	12%
10	Not ready to quit/Still smoking	17%	0%	30%	19%
11	Never received/Not sent full dose	0%	0%	0%	0%
88	Other [Specify]	0%	0%	0%	0%
77	Don't Know	0%	0%	4%	0%
99	Refused	0%	0%	0%	0%

**Q24d) After using the «2-week or 8-week depending on NRT sent» course of «NRT type» sent to you by the Quitline, did you buy more NRT of any kind?**

Code		2	44	20	682
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	30%	0%	28%
2	No	100%	70%	100%	72%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q25) Since you first called the Quitline four months ago, have you used any pills or medications such as Chantix or Zyban to help you quit?**

Code		159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	3%	4%	12%	7%
2	No	91%	96%	80%	92%
7	Don't Know	0%	0%	0%	0%
9	Refused	6%	0%	8%	0%
	Total	100%	100%	100%	100%

**Q25a) What types of pills or medication did you use?**

Code		4	4	25	56
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Zyban	0%	0%	0%	2%
2	Bupropion	0%	0%	0%	5%
3	Wellbutrin	25%	50%	12%	34%
4	Chantix or Varenicline	75%	50%	84%	54%
8	Other [Specify]	0%	0%	0%	4%
7	Don't Know	0%	0%	4%	2%
9	Refused	0%	0%	0%	0%

**Q26) Other than the Quitline or medications, did you use any other kinds of assistance to help you quit over the past four months, such as advice from a health professional or other kinds of quitting assistance?**

Code		159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	9%	11%	9%	11%
2	No	84%	89%	83%	89%
7	Don't Know	0%	0%	0%	0%
9	Refused	7%	0%	8%	0%
	Total	100%	100%	100%	100%

**Q26a) What did you use?**

Code		15	11	19	88
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Advice from a health professional	53%	45%	42%	48%
2	Website or web-based program	0%	0%	5%	2%
3	Group or counseling cessation program	0%	9%	5%	8%
4	Self-help materials	47%	27%	37%	44%
8	Something else [Specify]	0%	18%	11%	2%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q26b) Who was the health professional whose advice you used? Was it a . . .**

Code		8	5	8	42
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Physician	63%	60%	75%	83%
2	Nurse	25%	40%	25%	14%
3	Pharmacist	25%	0%	0%	2%
4	Dentist	0%	0%	0%	0%
8	Other [Specify]	0%	0%	0%	2%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q27&Q27a) Have you smoked any cigarettes or used other tobacco, even a puff, in the last 30 days?/  
Have you used any tobacco products, even a pinch, in the last 30 days?**

Code		159	96	217	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	80%	70%	64%	69%
2	No	13%	30%	28%	31%
7	Don't Know	0%	0%	0%	0%
9	Refused	7%	0%	8%	0%
	Total	100%	100%	100%	100%

**Q28a) When was the last time you smoked a cigarette, even a puff?**

Code		125	58	125	499
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	88%	76%	87%	84%
1	1 to 4 days	6%	15%	7%	10%
2	5 to 9 days	1%	5%	2%	2%
3	10 to 17 days	2%	0%	2%	1%
4	18 to 24 days	0%	0%	2%	1%
5	25 to 29 days	1%	2%	0%	1%
6	30+ days or more (1 month or more)	1%	2%	0%	1%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q28b) When was the last time you smoked a cigar, even a puff?**

		17	5	14	51
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	29%	40%	50%	45%
1	1 to 4 days	29%	40%	29%	24%
2	5 to 9 days	6%	20%	0%	16%
3	10 to 17 days	35%	0%	7%	8%
4	18 to 24 days	0%	0%	7%	2%
5	25 to 29 days	0%	0%	7%	4%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	1%
Total		100%	100%	100%	100%

**Q28c) When was the last time you smoked a pipe, even a puff?**

		1	1	0	11
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	100%	100%	0%	9%
1	1 to 4 days	0%	0%	0%	18%
2	5 to 9 days	0%	0%	0%	27%
3	10 to 17 days	0%	0%	0%	18%
4	18 to 24 days	0%	0%	0%	9%
5	25 to 29 days	0%	0%	0%	18%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	0%	100%

**Q28d) When was the last time you used chewing tobacco, snuff, or dip, even a pinch?**

		10	12	11	51
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	40%	50%	73%	62%
1	1 to 4 days	50%	25%	18%	20%
2	5 to 9 days	0%	8%	9%	4%
3	10 to 17 days	0%	8%	0%	10%
4	18 to 24 days	0%	8%	0%	4%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	10%	0%	0%	0%
Total		100%	100%	100%	100%

**Q28e) When was the last time you used other types of tobacco, such as «insert tobacco given in Q18», even a puff or pinch?**

		0	1	0	4
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	0%	0%	0%	25%
1	1 to 4 days	0%	100%	0%	25%
2	5 to 9 days	0%	0%	0%	0%
3	10 to 17 days	0%	0%	0%	0%
4	18 to 24 days	0%	0%	0%	50%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		0%	100%	0%	100%

**Q29) How motivated are you to stop using tobacco? Would you say . . .**

Code		159	96	217	796
		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	A great deal	43%	54%	59%	60%
2	A lot	25%	32%	16%	24%
3	A little	16%	8%	13%	12%
4	Not at all	8%	4%	3%	4%
7	Don't Know	1%	0%	0%	0%
9	Refused	7%	1%	9%	0%
	Total	100%	100%	100%	100%

**Q30) How confident are you that you could stop using tobacco? Would you say . . .**

Code		159	96	217	796
		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Very confident	36%	59%	49%	53%
2	Somewhat confident	30%	21%	21%	24%
3	A little confident	15%	14%	11%	13%
4	Not confident at all	11%	5%	10%	9%
7	Don't Know	1%	1%	0%	0%
9	Refused	7%	0%	9%	0%
	Total	100%	100%	100%	100%

**Q31) What is your single greatest motivation for wanting to stop using tobacco?**

Code		159	96	217	796
		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Societal pressure	0%	1%	0%	1%
2	Work pressure	1%	0%	0%	0%
3	Health	60%	68%	59%	65%
4	Cost of tobacco products	8%	6%	5%	6%
5	Family/Friends	23%	24%	25%	25%
88	Other (Specify)	0%	0%	0%	0%
7	Religious reasons	1%	0%	1%	1%
8	Smell	1%	0%	0%	1%
77	Don't Know	1%	0%	0%	0%
99	Refused	5%	1%	9%	0%
	Total	100%	100%	100%	100%

**SEX**

	159	96	217	796
	4-month	4-month	4-month	4-month
	Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
Male	36%	46%	31%	39%
Female	64%	54%	69%	61%
Total	100%	100%	100%	100%

**AGE**

	159	96	217	796
	4-month	4-month	4-month	4-month
	Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
15-24	18%	8%	14%	9%
25-34	18%	21%	23%	17%
35-44	21%	25%	12%	19%
45-54	22%	18%	28%	29%
55-64	16%	23%	15%	18%
65-74	4%	5%	7%	7%
75+	1%	0%	1%	0%
Refused/Not asked	0%	0%	0%	0%
Total	100%	100%	100%	100%



**RACE**

	159	96	217	796
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
White	45%	44%	61%	62%
Black or African American	47%	46%	32%	31%
Am Indian or Alaska Native	1%	2%	2%	2%
Native Hawaiian or Pacific Islander	0%	1%	0%	0%
Asian	0%	0%	0%	0%
Other	1%	5%	4%	4%
Not asked/Not collected	4%	2%	1%	1%
Don't Know	0%	0%	0%	0%
Refused	1%	0%	0%	0%
Total	100%	100%	100%	100%

**PREGNANT**

<b>TOTAL IN CATEGORY - 86</b>	21	1	36	28
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Pregnant	86%	100%	94%	32%
Planning Pregnancy	14%	0%	3%	50%
Breast-Feeding	0%	0%	3%	18%

**HISPANIC**

	159	96	217	796
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Hispanic	5%	11%	5%	6%

**SMOKELESS TOBACCO USER**

	159	96	217	796
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Smokeless	5%	22%	9%	12%

**EDUCATION**

	159	96	217	796
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Less than 9th grade	4%	3%	4%	6%
Grade 9-11	16%	23%	18%	16%
High School Degree	30%	23%	31%	29%
GED	4%	2%	8%	7%
Some Technical or Trade School	1%	2%	1%	2%
Some College or University	21%	22%	23%	24%
Technical/Trade Degree	4%	3%	3%	3%
College or University Degree	12%	20%	9%	10%
Post College	0%	0%	0%	0%
Not asked/Not collected	6%	1%	3%	2%
Don't Know	0%	0%	0%	0%
Refused	1%	1%	0%	0%
Total	100%	100%	100%	100%